RBI has also put in place a supervisory framework consisting of on-site supervision and off-site surveillance.

Revamping of Commercial Banks

724. SHRI SANATAN BISI: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that Government have given several crores to revamp Commercial Banks as reported in the 'Times of India' dated 17th October, 1997; and

(b) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHAJRAJ): (a) and (b) Government have been contributing additional capital to the nationalised banks to strengthen their capital base and to enable them to achieve the Capital Reserve Adequacy Ratio (CRAR) prescribed by Reserve Bank of India. Under this scheme Government have contributed a sum of Rs. 1509 crores to 6 Nationalised Banks during the year 1996-97. The nationalised banks receiving such contribution are required to invest the entire amount in the special Government of India Non-Transferable Bonds.

Tax on subsidy to industry

725. SHRI SANATAN BISI: Will the Minister of FINANCE be pleased to state:

(a) whether the Hon'ble Supreme Court held that subsidies to industry from the state funds are taxable; and

(b) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHAJRAJ): (a) The subsidies given by the Government are of varying nature and are for achieving different objectives. The objectives may be to promote the growth of a particular industry, to promote the growth of a particular area or to encourage the production of a particular commodity, or to encourage the investment in a particular manner etc. The taxability of a subsidy under the Income Tax Act depends on whether it is held to be a revenue or capital in nature.

(b) The Supreme Court in a recent judgement reported in 84 Taxman 368 in the case of M/s. Sawhney Steel and Press Works Ltd., has laid down the principles for deciding whether the subsidy can be treated as revenue receipt or a capital receipt. The Apex Court has held that if the purpose of such subsidy is to help the assessee to set up its business or complete a project, the money must be treated as to have been received for capital purpose. But if monies were given to the assessees for assisting him in carrying out the business operation such subsidies must be treated as assistance for the purpose of the trade and should be treated as revenue receipt. Hence what is important is the purpose for which the subsidy is given. In the above mentioned case the subsidy was treated as revenue receipt.

Grievances of employees of SBI received by PM/Finance Minister

726. SHRI SHIV CHARAN SINGH: Will the Minister of FINANCE be pleased to state:

(a) the number of letters received by the Prime Minister/Finance Minister and Minister of State for Finance from the Members of Parliament during current year regarding the grievance of the employees of the State Bank of India and its associate banks;

(b) the nature of the grievance and the number of employees involved, bank-wise, branch-wise;

(c) the action taken by Government in each case and whether the concerned MPs have been informed individually about the cases; and

(d) the reasons, if any, in cases, in which no action to redress the grievances of the employees has been taken and by

when each case is likely to be finally settled?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHAJRAJ): (a) to (d) The information is being collected and will be laid on the Table of the House.

पंजाब में राष्ट्रीयकृत बैंकों का कार्यकरण

727. **श्री इकबाल सिंह:** क्या वित्त मंत्री यह बताने की कृपा करेंगे कि:

(क) पंजाब में राष्ट्रीयकृत बैंकों की कार्यप्रणाली में सुधार लाने के लिए क्या-क्या कदम उठाए जाने का प्रस्ताव है;

(ख) क्या यह सच है कि बैंकों की सेवाओं में कोई अधिक सुधार नहीं हुआ है;

(ग) यदि हां, तो इसके क्या कारण हैं; और

(घ) क्या सरकार ने राज्य के राष्ट्रीयकृत बैंकों की कार्यप्रणाली में सुधार लाने के लिए किसी सैल का गठन किया है; यदि हां, तो तत्संबंधी ब्यौरा क्या है?

वित्त मंत्रालय में राज्य मंत्री (श्री सतपाल महाराज): (क) से (घ) सरकार, भारतीय रिजर्व बैंक और व्यक्तिगत बैंकों का यह निरंतर प्रयास रहा है कि पंजाब सहित सारे देश में राष्ट्रीयकृत बैंकों के परिचालन में सुधार लाएं। ग्राहकों से प्राप्त शिकायतों को समाधान के लिए संबंधित राष्ट्रीयकृत बैंकों से उठाया जाता और सरकार को भी इसकी सूचना दी जाती है। ग्राहक सेवा के संबंध में गोईपोरिया समिति की सिफारिशों के कार्यान्वयन और शिकायतों के त्वरित समाधान के लिए विभिन्न राज्यों में लोकपालों (ओमवड्समेन) की नियुक्ति से कुल मिलाकर ग्राहक संतुष्टि में वृद्धि हुई है।

शिकायत निवारण तंत्र सभी बैंकों के प्रधान कार्यालय स्तर, क्षेत्रीय कार्यालय स्तर और शाखा स्तर पर भी विद्यमान है। सभी बैंकों ने जनता की शिकायतों की सुनवाई के लिए नोडल अधिकारियों की नियुक्ति की है। भारतीय रिजर्व बैंक ने शिकायतों के शीघ्र और कम खर्च में निपटान के लिए 14 लोकपाल नियुक्त किए हैं। बैंकों द्वारा लोक शिकायत निदेशालय, मंत्रिमंडलीय सचिवालय को प्रस्तुत किए जाने वाले मासिक रिपोर्टों के माध्यम से भी लंबित शिकायतों की गहन निगरानी की जाती है।

सभी स्तरों पर अनुशासन लागू करने के लिए बैंक अपने आंतरिक अनुशासनिक प्रक्रिया को निरंतर सरल और कारगर बना रहे हैं। बैंकिंग सेवा में और सुधार लाने हेतु, बैंक अपने कर्मचारियों को ग्राहक उन्मुख प्रशिक्षण दिला रहे हैं और शाखाओं में आधुनिकीकरण और कंप्यूटरीकरण प्रारंभ कर रहे हैं ग्राहकों को बैंकिंग सुविधाओं/सेवाओं से भली भांति परिचित कराने के लिए, बैंकों से कहा गया है कि वे "सिटिजन्स चार्टर" बनाएं जिससे आशा है कि शीघ्र ही सभी ग्राहकों को उपलब्ध कराया जाएगा।

Waivers of Loans to TNCC Charitable Trust

728. SHRI R.K. KUMAR: Will the Minister of FINANCE be pleased to state whether any waiver of interest or principal has been granted to Tamilnadu Congress Committee Charitable Trust in respect of loans granted to it by nationalised bank(s) and if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHARAJ): Information is being collected and will be laid on the Table of the House.

Deposits in Nationalised Banks

729. SHRI PARMESHWAR KUMAR AGARWALLA: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that deposits in Nationalised Banks are insured in specified amounts;

(b) if so, what is the scheme, its operative date and present coverage in terms of types of deposits and amounts coverd;

(c) the organisation which is managing the scheme and latest undisbursed amount;

(d) the manner in which undisbursed amount has been deployed and administrative/operative expenditure each year; and